

CLEAResult[®]

Low-to-Moderate Income Solutions



CLEAResult is uniquely suited to help lower-income customers understand their energy footprint and empower them with simple efficiency solutions— to your mutual benefit.

At CLEAResult, we understand that engaging with middle and low-income households about energy-efficient solutions for their homes can be a challenge. However, these customers stand to benefit the most from efficiency upgrades, and as energy needs continue to change, breaking through to this group is more important than ever.

Cultivating a thriving income-qualified program with CLEAResult

With more than 30 years of experience in low-income markets, 20 years of experience working with Community Action Agencies, and experienced in-house program delivery teams, CLEAResult has empowered thousands of lower- and middle-income customers with energy solutions to fit their needs while lowering their energy use and bills each month.

Energy efficiency is an effective tool for helping low-income families save on their annual energy costs. As a result, utilities are increasingly delivering specialized programs designed to lower certain barriers to participation, such as lack of capital, lack of credit, and aging housing stock that may need health and safety improvements.

Our solution: For little or no cost, participants can receive energy-saving measures including lighting upgrades, insulation and air sealing.

Key aspects include:

- Analytics technology that allows for advanced customer targeting to identify homes and families in greatest need of energy savings, clearing the way for direct engagement and education
- Energy specialists that evaluate and identify issues in a customer's home that lead to excessive power usage

CLEAResult carries out the process every step of the way

Application Management

- Receive Application
- Determine eligibility
- Written and verbal communication when updating statuses

Evaluation Process

- Diagnostic evaluation
- Visual inspection
- Determine home's eligibility for upgrades
- Manage customer expectations

Work Order Process

- Priority list for measures
- Manage cost and savings
- Fixed pricing
- Manage change order
- Manage contractor rotation
- Local requirements

Construction Process

- In-progress inspections
- Managing schedules
- Tracking

Inspection Process

- Customer exit strategy
- Education
- Warranty information

Contractor Payout

- Quick payment process
- Paperwork requirements

Real results

6,000+

customers served through the Efficiency United Income Qualified Program

7,000+

projects completed through Focus on Energy's Assisted Home Performance with ENERGY STAR[®] Program

15,000+

customers served through FirstEnergy WARM and WARM Plus Programs

6,500+

PPL Winter Relief Assistance Program projects completed

11,000+

homes weatherized through the New Jersey Comfort Partners Program

5,000+

customers served through the Extreme Energy Makeover and Home Uplift in the TVA territory

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Income Solutions



Customer experience and journey

The process to discover opportunities to save energy is simple:

